



FEMA

POSITION TASK BOOK FOR THE POSITION OF

National Qualification System
DONATIONS COORDINATION TASK FORCE
LEADER

DONATIONS COORDINATION TASK FORCE LEADER

1. Competency: Assume position responsibilities

Description: Successfully assume the role of Donations Coordination Task Force Leader and initiate position activities at the appropriate time according to the following behaviors.

1a. Behavior: Ensure availability, qualifications, and capabilities of resources to complete assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Identify kind, type, and quantity of resources necessary to achieve objectives: <ul style="list-style-type: none"> ● Consider span of control when determining resource requirements and configurations ● Consider facility requirements for collection, warehousing, and distribution operations ● Consider human resources needs for leadership positions at operational areas (collection, warehousing, and distribution centers) ● Consider the use of spontaneous unaffiliated volunteers 	E, F, I		
2. Identify specifications and secure appropriate locations for operational facilities: <ul style="list-style-type: none"> ● Warehouses, collection centers, distribution centers, mobile distribution, points of distribution, and call centers: <ul style="list-style-type: none"> ○ Location ○ Size and capacity ○ Donated or cost ○ Layout ○ Operational staff needs 	E, F, I, J, T		
3. Identify the skill sets of all leadership positions for collection centers, warehouses, distribution centers, and call centers: <ul style="list-style-type: none"> ● Manager ● Assistant Manager ● Liaison Officer ● Public Information Officer (PIO) ● Facilities Manager ● Safety and Security Officer ● Volunteer Coordinator ● Office Manager ● Floor Manager ● Receiving Manager ● Sorting Manager ● Processing Manager ● Shipping Manager 	E, F, I, J, T		
4. Order necessary resources to achieve team objectives: <ul style="list-style-type: none"> ● Request additional personnel, supplies, services, and equipment within the established ordering processes 	E, F, I		

1b. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
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5. Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none"> ● Outgoing incident staff or teams ● Local agencies ● Hosting unit ● Policy group ● Public ● Supporting agencies ● State VOAD or equivalent ● Local faith-based and community-based organizations ● Call center staff ● Warehouse staff ● Collection and distribution staff 	E, F, I		
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1c. Behavior: Gather, update, and apply situational information relevant to the assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
6. Collect information from outgoing Donations Coordination Task Force Leader or other personnel responsible for the team: <ul style="list-style-type: none"> ● Information on incident relevant to team support activities ● Information on the organizational structure ● Information on the donations management organizational structure ● Information on other donations operations in the incident area, such as Nongovernmental Organizations (NGO) 	E, F, I		

1d. Behavior: Understand and comply with NIMS concepts and principles

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
7. Demonstrate knowledge of donations management structure, principles, and positions: <ul style="list-style-type: none"> ● Donations flow structure ● Donations receipt, inventory, and distribution forms ● Donations recipient case management forms 	E, F, I		
8. Understand scope, roles, responsibilities, jurisdiction, and authority of responding agencies: <ul style="list-style-type: none"> ● Emergency Support Function (ESF) supporting agencies ● Volunteer Task Force and Donations Coordination Task Force ● Voluntary Organizations Active in Disaster (VOAD), national and state levels ● Community Organizations Active in Disaster (COAD), local level 	E, F, I		

1e. Behavior: Successfully assume the role of Donations Coordination Task Force Leader and initiate position activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
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9. Initiate and maintain team activity log: <ul style="list-style-type: none"> ● Complete activity log and use to support a common operating picture ● Transfer information to additional documents, positions, and displays 	E, F, I		
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1f. Behavior: Establish or determine organizational structure, reporting procedures, and chain of command of assigned resources

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
10. Activate team: <ul style="list-style-type: none"> ● Establish appropriate team organization and assign staff responsibilities, while maintaining span of control ● Ensure availability of appropriate resources, including equipment, trucks, and consumables (such as boxes, tape, and shrink wrap) for collection, warehouse, and distribution operations ● Conduct supporting activities within operational period ● Follow protocol for communicating team's daily accomplishments to the Documentation Unit or appropriate personnel ● Obtain operational rhythm from supervisor and establish daily briefing/debriefing schedule with assigned personnel ● Follow process for resource requests/releases for operational planning purposes ● Assign staff as appropriate ● Participate in planning meetings to determine team organization, support tactical assignments, ensure resource support and coordination needs, and identify other considerations for the next operational period 	E, F, I		
11. Supervise and adjust team organization and operations based on changes in incident situation and resource status: <ul style="list-style-type: none"> ● Maintain common operating picture throughout the team ● Provide for functional and geographical supervision as necessary ● Ensure effective use and coordination of all assigned resources ● Constantly monitor objectives and overall team operations for efficacy and safety 	E, F, I		

2. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment.

2a. Behavior: Behavior: Ensure the exchange of relevant information during briefings and debriefings

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
12. Ensure the efficient sharing of all relevant information among staff and all branches of donations operation: <ul style="list-style-type: none"> • Donations still needed and not needed • Inbound donations • Volunteer needs • Inventory • Warehouse status • Collection center status • Distribution network status • Call center status 	E, F, I		
13. Lead Donations Coordination Task Force meetings: <ul style="list-style-type: none"> • Present: <ul style="list-style-type: none"> ○ Changes to the Donations Management Plan ○ Team-specific information and instructions • Outline Donations Coordination Task Force goals and objectives 	E, F, I, J		

2b. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
14. Coordinate with AHJ to create a vetted list of approved agencies or organizations for a distribution network.	E, F, I		
15. Develop an inventory of warehoused donated goods with disposition to appropriate agencies and authorities.	E, F, I		
16. Ensure accurately tracked and reported documentation of volunteer hours.	E, F, I		
17. Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction: <ul style="list-style-type: none"> • Submit incident narrative to supervisor • Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period • Ensure all personnel and equipment time records are complete and submitted at the end of each operational period 	E, F, I		
18. Ensure the protection of Personally Identifiable Information (PII).	E, F, I		
19. Use appropriate software to report, receive, inventory, and track donations.	E, F, I		

2c. Behavior: Communicate incident priorities and operations

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
20. Coordinate with PIO/External Affairs and call centers to ensure appropriate and timely communication of donation needs and responsible donating practices: <ul style="list-style-type: none"> ● Reference FEMA L-217, When Disaster Strikes...How to Donate or Volunteer Successfully! 	E, F, I		
21. Monitor and report flow of inbound donations.	E, F, I		
22. Update supervisor on current accomplishments or problems and complete incident forms as necessary.	E, F, I		

2d. Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
23. Develop a scalable strategy for donations operations: <ul style="list-style-type: none"> ● Open/close collection, distribution, and call centers ● Increase/decrease warehouse space and staffing 	E, F, I		
24. Implement or assist in the development of existing plans or policies that address: <ul style="list-style-type: none"> ● Monetary donations ● Unsolicited donations ● Corporate donations ● International donations ● Donated services ● In-kind donations 	E, F, I		
25. Participate in preparation of Donations Management Plan, planning meeting, or strategic plan for the next operational period: <ul style="list-style-type: none"> ● Update team on current situation ● Help set priorities for next operational period ● Determine tasks and work assignments for next operational period(s) ● Advise on current capabilities and limitations ● Determine resource needs or excess 	E, F, I		

3. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

3a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Ensure that assigned tasks and expectations for the operational period are reasonable and accurate.	E, F, I		
27. Ensure that the work completed is consistent with direction, policy, and incident objectives: <ul style="list-style-type: none"> • Supervisor's direction • Incident Action Plan (IAP) goals and objectives • State Volunteer Task Force and Donations Coordination Task Force • Donations Management Plan • Other planning goals and objectives 	E, F, I		
28. Make appropriate decisions based on analyzed and validated information: <ul style="list-style-type: none"> • Make adjustments in response to new information, changing conditions, or unexpected obstacles 	E, F, I		

3b. Behavior: Oversee and support the actions of Donated Goods Warehouse Management Team or Donations Coordination Task Force

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
29. Activate operations as necessary: <ul style="list-style-type: none"> • Collection centers/sites • Warehouses • Distribution centers • Mobile distribution services • Points of distribution • Call centers 	E, F, I		
30. Coordinate the inflow of donations under the authority of the AHJ: <ul style="list-style-type: none"> • Unsolicited • Solicited • Cash • Services • In-kind 	E, F, I		
31. Follow all AHJ purchasing, accounting, and cost control procedures.	E, F, I		
32. Identify appropriate locations for call, collection, and distribution centers.	E, F, I		
33. Review all standing local MOU, agreements, and contracts.	E, F, I		
34. Secure appropriate multiagency warehouse location(s) with appropriate capacity.	E, F, I		
35. Secure appropriate staffing for all operational structures: <ul style="list-style-type: none"> • Collection, warehouse, distribution 	E, F, I		

36. Secure infrastructure needs for multiagency warehouse, collection, distribution, and call center operations.	E, F, I		
37. Secure volunteer support for all operations.	E, F, I		

3c. Behavior: Transfer position duties while ensuring continuity of authority and knowledge and while taking into account the increasing or decreasing incident complexity

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
38. Coordinate an efficient process to mobilize and demobilize collection and distribution sites, multiagency warehouses, and call centers: <ul style="list-style-type: none"> ● Identify local agency resources to continue donations services, including long-term recovery committees ● Established network for multiagency warehouse transfer, if necessary 	C, E, F, I, J, T		

3d. Behavior: Plan for deactivation/demobilization and ensure staff follow procedures

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
39. Complete process for deactivating/demobilizing team responsibilities: <ul style="list-style-type: none"> ● Reinforce emphasis on safety and accountability during this phase of the operations ● Brief team on deactivation/demobilization responsibilities ● Ensure all staff demobilize in a timely and complete manner <ul style="list-style-type: none"> ● Brief replacement, if applicable 	E, F, I		
40. Coordinate the efficient transfer of warehouse, collection, distribution, and call center operations to the local AHJ.	C, E, F, I, J, T		
41. Help develop, approve, and implement demobilization plan: <ul style="list-style-type: none"> ● Coordinate with supervisor during development and implementation ● Coordinate with appropriate partners regarding demobilization procedures ● Coordinate team needs and responsibilities ● Provide information to supervisor to assist with decisions on release priorities 	E, F, I		
42. Participate in organization closeout/After Action Review (AAR).	E, F, I		

4. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

4a. Behavior: Coordinate interdependent activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
43. Comply with AHJ accounting, budget, and cost control procedures.	E, F, I, J, T		
44. Coordinate the disposition of unusable donated items: <ul style="list-style-type: none"> ● Trash service ● Recycling company ● Organizational partners having operations that may use donated goods 	E, F, I, T		
45. Coordinate with assigned personnel and give supervisor a list of excess resources: <ul style="list-style-type: none"> ● List may include: <ul style="list-style-type: none"> ○ Kind and type ○ Quantity ○ Time/date of available release ● Review the list daily for accuracy, ensuring all staff demobilize in a timely and complete manner 	E, F, I		
46. Coordinate with local entities: <ul style="list-style-type: none"> ● Emergency management ● VOAD ● COAD ● Faith-based and community-based groups ● Chambers of commerce, business executives, and private sector 	E, F, I		
47. Ensure effective use and coordination of all assigned resources: <ul style="list-style-type: none"> ● Conduct briefing and debriefing with assigned personnel and supervisor between operational periods 	E, F, I		
48. Integrate all identified Donations Management and volunteer management partners into operations based on their capabilities and capacities: <ul style="list-style-type: none"> ● VOAD organizations with local chapters/entities ● Unaffiliated local organizations/agencies 	E, F, I, J, T		
49. Review and execute any local Memorandums of Understanding (MOU), standing agreements, and contracts, as directed by the Authority Having Jurisdiction (AHJ).	E, F, I, J, T		